

## **CBA - CTO REQUIREMENTS TO SUPPORT CENTRAL BILLED RECONCILIATION IN THE DTS CUI**

1. The objective of the Centrally Billed Account (CBA) reconciliation process is to validate the invoice of CBA airline ticket charges prepared by the Charge Card Vendor (CCV) and present it to the Transportation Officer for certification. The role of the Commercial Travel Office (CTO) shall be to:

- 1) Electronically receive Charge Card Vendor invoices, periodically throughout the month as direct electronic file transmissions from the charge card vendor, in accordance with their established billing cycles,
- 2) Perform a comparison between each "as invoiced" CBA ticket charge that appears on each CCV invoice within each electronic file, against the "as issued and revised" CTO record, to affirm the validity of all centrally billed account ticket charges and credits, as presented on each monthly CCV invoice,
- 3) Produce an electronic file of the results of the CTO comparison in the format specified in Table 2 below, and transmit that file via direct electronic means (i.e. may be but is not limited to FTP, TCP/IP, or frame relay) to the CUI for CBA reconciliation, and
- 4) Provide research and other assistance as may be required to support the Transportation Officer (TO) or other authorized Government personnel to resolve pending reconciliation issues.

2. It is understood that any requirements reference made to an individual CCV invoice is equally applicable to all CCV invoices and all CBA electronic transmissions that the CTO shall be required to service, within each applicable Travel Area (TA).

3. Each of these four requirements is discussed in further detail below:

### 1) Electronic Receipt of CBA Invoices

The CTO shall be required to accept multiple CCV invoices, sent as a direct electronic file, at designated times during the month, to support the CTO "invoiced versus issued" comparison process. Figure 1 is a graphic illustration of the anticipated workload volume and distribution sequence that can be expected. The CTO will be required to process all incoming CCV invoice transmittals and forward them to the CUI *within 72 clock hours* of receipt at the CTO (i.e. assuming a 24 hour clock, evenings, weekends and holidays included). The CTO shall be required to electronically record and send back to the CCV, electronic acknowledgment of all CCV transmittals received.

### 2) Perform Electronic Comparison Against CTO Issued Records

The CTO shall be required to perform an electronic comparison for each ticket item appearing on the Charge Card Vendor's invoice against the CTO's record of issued tickets. The objective of this electronic comparison process is to determine the nature and validity of each line item (i.e. both debits and credits), and assign a match result status code which identifies the CTO's best assessment of the nature of the charge (e.g. a valid ticket charge, issued credit, advanced credit, previously applied credit, debit adjustment or candidate dispute). The end result of this CTO electronic review process is to document the CTO's best assessment as to the validity or non-validity of the transaction, based upon a comparison against their back office accounting records, and to forward this assessment to the CUI. A complete list of valid CTO assessment result values is provided in Table 1.

### 3) Electronically Produce and Transfer Results of CTO Comparison to the CUI

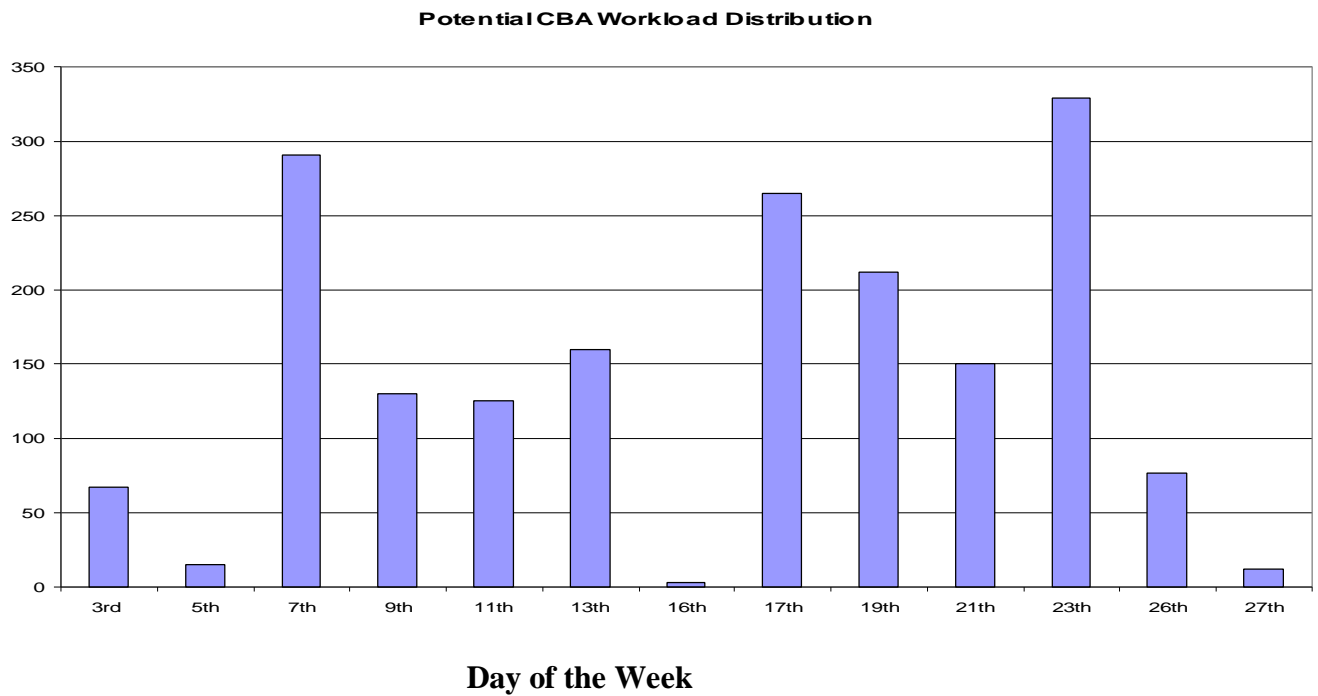
The CTO shall be required to directly electronically forward to the CUI the results of the CTO "invoice versus issued" comparison, for all CBA transmittals received, within *72 clock hours* of receipt at the CTO. The CTO shall be required to directly electronically transfer this information in the format prescribed in Table 1. The CTO shall be required to electronically receive and record from the CUI electronic acknowledgment of all CTO electronic transmittals successfully

received, validated, and loaded by the CUI. The CTO will assist with resolving any transmission difficulties.

4) Provide Research and Assistance To Resolve Unreconciled CBA Ticket Charges

The CTO shall provide periodic research and assistance to the TO or other authorized Government personnel, to assist in resolving unreconciled CBA ticket charges and credits. The CTO shall also be required to respond to TO requests for assistance, within 48 business hours, to expedite the TO's review and certification of the CBA invoice.

Figure 1



## CTO Data Format

1. The Commercial Travel Office (CTO) data format has been constructed using the Charge Card Vendor (CCV) data format, and the required data from CTO to the CUI. The proposed CTO data format, consists of three segments: a header, detail, and trailer. The three segments are described below.
2. The header segment in the Proposed CTO Data Format has 13 data fields. Fields #1 to #7 are exactly the same as the first seven fields of the header segment in the Bank of America TMC data format. Fields #8 to #18, which are used to evaluate the accuracy of the detail data while the CUI parses the data, are: Total Amount of Matches, Total Percent of ARC rate (PAR) Amount, Total Ticket Credit, Total Advance Credit, Total Airport Credit, Total Prev-applied Credit (previously applied credit) Total Amount of Unmatch Charges, Total Amount of Unmatch Credits, Total Payment Received, Total Credit Adjustment, and Total Debit Adjustment.
3. The detail segment has 33 data fields. With the exception of field #11, which is now Social Security Number, fields #1 through #12 are the same as the first twelve fields of the detail segment in the Bank of America TMC data format. Field #13 is Travel Order Number. Fields #14 to #30 are data elements relating to the Line of Accounting (LOA). Field #31 is Fiscal Station Number (FSN). Field #33 is Match Result Code; the Match Result Code specifies the CTO match result and has a length of two characters.
4. CTOs shall use UPPER case for all the Match Result Codes. These Match Result Codes are defined as follows:

Matched Charge	TM
Unmatched Charge	TU
Unmatched Credit	TN
Advance Credit	TA
Ticket Credit (Real Credit)	TR
Airport Credit	TI
Previously Applied Credit	TP
Payment Received	TY
Credit Adjustment	TJ
Debit Adjustment	TS

Table 1

Matched Charge (TM): When Vcode = "10" in the invoice, and CTO did issue the ticket to this traveler with the correct amount, CTO will code in the Match Result Code as "TM".

Unmatch Charge (TU): When Vcode = "10", and CTO did NOT issue the ticket at all, or the charge is NOT even for a ticket, CTO will code it "TU".

Unmatch Credit (TN): When Vcode = "11", and CTO did NOT issue the ticket at all, or the credit is not even for a ticket. CTO will code it "TN".

Advance Credit (TA): When Vcode = "10"; CTO did issue the ticket to this traveler with the correct amount; CTO knows this is a canceled ticket; and in the same invoice there is NOT a credit for this ticket with the exactly same amount. The CTO will code "TA" instead of "TM".

Ticket Credit (TR): When Vcode = "10"; CTO did issue the ticket to this traveler with the correct amount; CTO knows this is a canceled ticket; and CTO finds that in the same invoice there is a credit item with Vcode = "11" for the same ticket and amount. The CTO will code "TR" on both the charge and credit.

Airport Credit (TI): When Vcode = "11", and CTO determines that the credit is airport credit, CTO will code the Match Result Code as "TI".

Previously Applied Credit (TP): When VISA Transaction Code = "11", and CTO finds this ticket had appeared in a previous month's invoice and was determined to be an advance credit or coded "TA", this will be considered as a previously applied credit. CTO will code the Match Result Code as "TP".

Payment Received (TY): When VISA Transaction Code = "31", it means Payment Received by CCV. CTO will code it "TY".

Credit Adjustment (TJ): When VISA Transaction Code = "61", it means CCV has made credit adjustment. This mostly is related to the disputed tickets in the previous month. CTO will code it "TJ".

Debit Adjustment (TS): When VISA Transaction Code = "62", it means CCV has made debit adjustment. This mostly is related to the Credit Adjustment for some disputed tickets in the prior month. CTO will code it "TS".

**TABLE 2  
CTO CBA ASCII FILE LAYOUT**

CTO Data Format				Bank of America TMC Format			
HEADER							
#	Field Name	Type	Length	#	Field Name	Type	Length
1	Header ID	VarChar2	2	1	Header ID	Number	2
2	CBA Invoice Number	VarChar2	13	2	Invoice Number	Number	13
3	CBA Account Number	VarChar2	19	3	Central Account Number	Number	19
4	Trading Partner Name	VarChar2	40	4	Trading Partner Name	VarChar2	40
5	Invoice Period Start	YYYYMMDD	8	5	Invoice Period Start	YYYYMMDD	8
6	Invoice Period End	YYYYMMDD	8	6	Invoice Period End	YYYYMMDD	8
7	Invoice Creation Date	YYYYMMDD	8	7	Creation Date	YYYYMMDD	8
8	Total Amount of Matches	Number	14,2				
9	Total Percent of ARC rate (PAR) Amount	Number	11,2				
10	Total Ticket Credit	Number	11,2				
11	Total Advance Credit*	Number	11,2				
12	Total Airport Credit*	Number	11,2				
13	Total Prev-applied Credit*	Number	11,2				
14	Total Amount of Unmatch Charge	Number	11,2				
15	Total Amount of Unmatch Credit	Number	11,2				
16	Total Payment Received	Number	11,2				
17	Total Credit Adjustment	Number	11,2				
18	Total Debit Adjustment	Number	11,2				
DETAIL							
#	Field Name	Type	Length	#	Field Name	Type	Length
1	VISA Transaction Code	VarChar2	2	1	VISA Transaction Code	Number	2
2	TSYS Account Number[]	VarChar2	19	2	TSYS Account Number	Number	19
3	Ticket Number	VarChar2	15	3	Ticket Number	VarChar2	15
4	Source Currency Code	VarChar2	3	4	Source Currency Code	Number	3
5	Billing Currency Code	VarChar2	3	5	Billing Currency Code	Number	3
6	Source Amount	Number	14,4	6	Source Amount	Number	14,4
7	Transaction Amount	Number	14,4	7	Billing Amount	Number	14,4

8	Conversion Rate	Number	5,5	8	Conversion Rate	Number	5,5
9	Transaction Date	YYYYMMDD	8	9	Transaction Date	YYYYMMDD	8
10	Passenger Name	VarChar2	25	10	Passenger Name	VarChar2	25
11	Social Security Number	VarChar2	10				
12	Reference Number	VarChar2	23	11	Reference Number	VarChar2	23
13	Travel Order Number	VarChar2	6				
14	Account Label	VarChar2	15				
15	Account Organization Name	VarChar2	20				
16	Acct 1	VarChar2	20				
17	Acct 2	VarChar2	20				
18	Acct 3	VarChar2	20				
19	Acct 4	VarChar2	20				
20	Acct 5	VarChar2	20				
21	Acct 6	VarChar2	20				
22	Acct 7	VarChar2	20				
23	Acct 8	VarChar2	20				
24	Acct 9	VarChar2	20				
25	Acct 10	VarChar2	20				
26	Fiscal Station Number	VarChar2	6				
27	US\$ Percent of ARC rate (PAR) Amount	Number	6,2				
28	Match Result Code	VarChar2	2				
	*Optional fields provide if possible						
TRAILER							
#	Field Name	Type	Length	#	Field Name	Type	Length
1	Trailer ID	VarChar2	2	1	Trailer ID	Number	2
2	CBA Account Number	VarChar2	19	2	Central Account Number	Number	19
3	Trading Partner Name	VarChar2	40	3	Trading Partner Name	VarChar2	40
4	Previous Balance	Number	11,2	4	Previous Balance	Number	11,2
5	New Balance	Number	11,2	5	New Balance	Number	11,2

Notes:

Length (8,2) = Total Length is 10, and 2 decimal spaces. (e.g. 12345678.90)	VISA Transaction Code will appear as a loop (many times),
Header ID will always be "00" and only appear once.	When it = "10" the item is a charge.
Trailer ID will always be "99" and only appear once.	When it = "11" the item is a credit,
	When it = "31" the item is a payment.
	When it = " 61", it means credit adjustment,
	When it = "62", it means debit adjustment.

**TABLE 3  
DATA ELEMENT DEFINITIONS  
FOR THE CTO CBA ACII FILE LAYOUT**

HEADER		
#	Field Name	
1	Header ID	A two-character identifier signifying the start of the header portion of the CBA ticket transaction record
2	CBA Invoice Number	An identification number that uniquely codes for a monthly billing statement of a particular CBA account
3	CBA Account Number	A unique 16-digit identification number against which an organization charges CBA tickets
4	Trading Partner Name	The name of the CTO submitting the ASCII file to the CUI
5	Invoice Period Start	The starting date of the CBA invoice billing cycle
6	Invoice Period End	The ending date of the CBA invoice billing cycle
7	Invoice Creation Date	The date on which the CBA invoice was created
8	Total Amount of Matches	The sum, in US\$, of all ticket charges, on a given CBA invoice, that are reconcilable by the CTO
9	Total Percent of ARC rate (PAR) Amount	The sum, in US\$, of all Percent of ARC rate (PAR) s Amounts due the Government for individual tickets on a given CBA invoice
10	Total Ticket Credit	The sum, in US\$, of all CTO-recognized credits on a given CBA invoice
11	Total Advance Credit	The sum, in US\$, of all individual advance credits on a given CBA invoice
12	Total Airport Credit	The sum, in US\$, of all individual airport credits on a given CBA invoice
13	Total Previously Applied Credit	The sum, in US\$, of all previously applied credits on a given CBA invoice
14	Total Amount of Unmatch Charge	The sum, in US\$, of all individual ticket charges, on a given CBA invoice, that are not reconcilable by the CTO

15	Total Amount of Unmatch Credit	The sum, in US\$, of all individual ticket credits on a given CBA invoice that are not reconcilable by the CTO
16	Total Payment Received	The sum, in US\$, of all individual payments acknowledged as having been received and posted to a given CBA account by the CCV during the billing cycle of interest
17	Total Credit Adjustment	The sum, in US\$, of all individual credits acknowledged as having been received and posted to a given CBA account by the CCV during the billing cycle of interest
18	Total Debit Adjustment	The sum, in US\$, of all individual debits acknowledged as having been received and posted to a given CBA account by the CCV during the billing cycle of interest
DETAIL		
#	Field Name	
1	VISA Transaction Code	A two-character identifier signifying the start of the detail portion of the CBA ticket transaction record
2	TSYS Account Number	The key field for the ticket transaction record when the information is residing in the TSYS system
3	Ticket Number	A 13-position unique numeric identifier of a CBA ticket
4	Source Currency Code	A code that designates the type of currency used to purchase a given CBA airline ticket
5	Billing Currency Code	A code that designates the type of currency used to produce the given CBA invoice
6	Source Amount	The amount of the CBA ticket in its original (source) currency
7	Transaction Amount	The amount of the CBA ticket after conversion to US\$
8	Conversion Rate	The rate of exchange of the two currencies (if they are different)
9	Transaction Date	The date on which the ticket transaction was posted to the CBA account
10	Passenger Name	The first and last names of the traveler
11	Social Security Number	The traveler's Social Security Number
12	Reference Number	A unique 23-character identification code used to identify each transaction posted to a given CBA account
13	Travel Order Number	An identification number, assigned by a government travel order system, that uniquely identifies a traveler's authorization to travel
14	Account Label	Textual description of the line of accounting
15	Account Organization Name	The name of the traveler's organization that determines the accounting code
16	Acct 1	Part 1 of the accounting code
17	Acct 2	Part 2 of the accounting code
18	Acct 3	Part 3 of the accounting code
19	Acct 4	Part 4 of the accounting code
20	Acct 5	Part 5 of the accounting code
21	Acct 6	Part 6 of the accounting code
22	Acct 7	Part 7 of the accounting code



23	Acct 8	Part 8 of the accounting code
24	Acct 9	Part 9 of the accounting code
25	Acct 10	Part 10 of the accounting code
26	Ext Acct 1	Part 1 of the accounting code's extension
27	Ext Acct 2	Part 2 of the accounting code's extension
28	Ext Acct 3	Part 3 of the accounting code's extension
29	Ext Acct 4	Part 4 of the accounting code's extension
30	Ext Acct 5	Part 5 of the accounting code's extension
31	Fiscal Station Number	The code used to identify the DFAS paying office responsible for servicing the cited Line of Accounting
32	US\$ Percent of ARC rate (PAR) Amount	The amount, in US\$, of the Percent of ARC rate (PAR) amount due the Government for an individual ticket
33	Match Result Code	The code used to identify the result of the CTO match
TRAILER		
#	Field Name	
1	Trailer ID	A two-character identifier signifying the start of the trailer portion of the CBA ticket transaction record
2	CBA Account Number	A unique 16-digit identification number against which an organization charges CBA tickets
3	Trading Partner Name	The name of the CTO submitting the ASCII file to the CUI
4	Previous Balance	The sum, in US\$, previously owed the CCV
5	New Balance	The sum, in US\$, currently owed the CCV

The following contract provision is hereby incorporated by reference:

**FAR 52.212-1 Instructions to Offerors -- Commercial Items (AUG 1998)**

**ADDENDUM TO 52.212-1 Instructions to Offerors**

**1. VOLUME OF CONTRACT**

1.1 The Government anticipates making numerous awards from this solicitation. Eighteen (18) Travel Areas (One per CLIN) are available for Full and Open Competition with specific sites within those Eighteen Travel Areas being awarded as Small Business Set-Asides. See the Schedule contained within the Solicitation for Travel Areas being competed. Multiple CLINs may be awarded under one contract if doing so is in the best interest of the Government.

1.2. In addition, it is the Government's intent to maximize the opportunity of participation to facilitate this objective. The Government reserves the right to determine the assignment of awards to the Offerors. No single offeror will be awarded more than 63% of the total dollar volume for solicitation unless doing so is in the best interest of the Government.

**2. PROPOSAL SUBMISSION.**

2.1 An Offeror may elect to submit a proposal for one area or any number of areas up to all Travel Areas, excluding the Travel Areas set-aside for small business entities. Small Business Offerors may submit a proposal with appropriate pricing data for one or any number of areas up to all Travel Areas listed.

2.2 The CLINs listed in the Schedule represent Travel Areas. These Travel Areas include all applicable states and their corresponding sites, CONUS wide. Offerors shall refer to the Workload Data in the Statement of Work to determine which states/sites any particular Travel Area represents.

2.3 Offerors may propose on any or all of the CLINs shown in the schedule. However, states/sites listed within each Travel Area cannot be separated. Therefore, should an Offeror elect to propose on a particular CLIN, the Offeror shall accept all states/sites represented within that CLIN Travel Area, excluding any sites set-aside for small business.

**3. INCORPORATION OF PROPOSAL INTO THE CONTRACT.**

3.1 At the time of award of any contract resulting from this solicitation, the successful Offeror's proposal will be incorporated by reference as part of the contract. A proposal identified in this solicitation means "offer" as described in FAR 2.101.

#### 4. REQUIREMENTS FOR SUBMISSION.

4.1 To be considered for any award, Offerors shall provide a proposal, written capability information and an oral presentation. Submission of the Offeror's proposal and written capability information will constitute an offer, which the Government may accept to form a contract.

4.2 Offerors must unconditionally assent in writing to the terms and conditions of the Solicitation in order for their offers to be considered acceptable. Exception to any of the terms and conditions of the Solicitation will result in a finding that their offer includes a deficiency and that deficiency may render the offer unacceptable.

4.3 The proposal and written capability information shall be submitted in three separate volumes, streamlining the submission effort and the evaluation process. One original plus 3 copies of Volumes 2 and 3 of the proposal are required. The original (to include original signatures) shall be clearly marked in order to identify it from the other sets, which shall be numbered. Only the original for Volume 1 is required.

4.4 In addition, a copy of the proposal including Volumes 2 and 3 shall be submitted electronically, in Microsoft Word 6.0 or higher preferably on a CD-ROM or on 3.5" high density (1.44 MB) floppy disc(s). CD-ROMs and disks shall be clearly labeled as to their contents.

4.5 The Government will not consider any materials submitted in excess of those expressly listed herein.

4.6 To aid in the evaluation process, proposals shall be complete and clearly presented. Proposals shall be neat, indexed, cross-indexed, and assembled in an orderly manner.

#### 5. EVALUATION FACTORS FOR AWARD.

5.1 The following Factors will be used for purposes of evaluation and award.

Factor 1 – Acceptability of Proposed Nonprice Terms and Conditions

Factor 2 – Relative Capability

Subfactor (a) Experience

Subfactor (b) Past Performance

Subfactor (c) Understanding of the Work

Factor 3 – Relative Risk

Factor 4 - Fees

5.2 Offerors will address the Factors via written proposals and oral presentations.

#### 6. PROPOSAL SUBMISSION INSTRUCTIONS (VOLUMES 1-3)

6.1 Volume 1 – Proposal.

6.1.1 Volume 1 relates to Evaluation Factor 1, which is the Acceptability of Proposed Nonprice Terms and Conditions. Volume 1 shall be submitted bound in a folder with all documents two-hole punched at the top center of each page.

6.1.2. Documents provided to the Offeror within this solicitation shall not be altered. Solicitation documents that the Offeror must complete shall be returned in the format as received with all appropriate information completed. The folder submitted must be labeled in the order described below.

6.1.3. Offerors must unconditionally assent in writing to the terms and conditions of the Solicitation in order for their offers to be considered acceptable. Exception to any of the terms and conditions of the Solicitation will result in a finding that their offer includes a deficiency and that deficiency may render the offer unacceptable.

6.1.4 Tab A: At Tab A, the Offeror shall include a completed Offer Form - SF 1449. Additionally, the Offeror shall include all solicitation documents in the same order as received inserting applicable information required throughout the solicitation including completion of the clauses and the certifications and representations.

6.1.5. Tab B: At Tab B, the Offeror shall include their Subcontracting Plan. This requirement is only applicable to Large Businesses. For small business entities indicate 'No Plan Required'.

6.1.6. For Large Businesses, a Small Business Plan is required in accordance with Federal Acquisition Regulation 52.219-9 and shall be submitted with the proposal. It is the Government's expectation that 10 percent (10%) or more of the total contract value be subcontracted to Small Business entities. Of this amount, the Government further anticipates that 5 percent (5%) or more of the total planned subcontracting dollars be subcontracted to small disadvantaged business concerns, and that 5 percent (5%) or more of the total planned subcontracting dollars be subcontracted to women-owned small business concerns.

6.1.7. The Government will review the subcontracting plan in accordance with FAR 52.219-9 and Army Federal Acquisition Regulation Appendix CC and utilize this information in the Responsibility Determination of Offerors.

6.1.8. Offerors will be evaluated on an "acceptable" or "unacceptable" basis with respect to these plans. Any defects or other problems in a given plan must be corrected prior to execution of the contract such that the plan is deemed acceptable by the Contracting Officer. An Offeror's failure to submit an acceptable plan will result in the Offeror being eliminated from further consideration from award.

6.1.9. Tab C: At Tab C, the Offeror shall include their Financial Report. The Offeror must have sufficient financial capacity, working capital, and other financial, technical and management resources to perform the contract without financial assistance from the

Government. To document this capacity, the Offeror shall provide reviewed balance sheets and income statements for the past three years. The Government will examine and utilize this information in the Determination of Responsibility (FAR Part 9) of Offerors.

6.1.10 Tab D: At Tab D the Offeror shall submit a statement unconditionally assenting in writing to the terms and conditions of the contract. This statement must be signed by the same individual signing the SF 1449.

## 6.2 Volume 2 – Capability.

6.2.1. Volume 2 relates to Evaluation Factor 2 Relative Capability which includes experience, past performance, and understanding of the work. Volume 2 shall be submitted in a three-ring binder, prepared on standard 8-1/2 by 11 inch white paper. The pages shall be numbered, singled-spaced, and punched with a 3-hole punch along the left margin. Each page shall have a one-inch margin at the top, the bottom and on each side. These requirements do not apply to the Experience or Past Performance Questionnaires as they shall be submitted in the format provided. Text must be no smaller than 12-pitch font size. The binder will be labeled with the required supporting documentation as described below:

6.2.2 Tab A: Capability - Experience (limited to 1 questionnaire) A questionnaire format for submission of the Offeror's Experience is found attached to this solicitation. All Offerors shall use the format provided. The Offeror shall describe its capability in terms of its experience or key subcontractor's experience on contracts having requirements consistent with the scope and complexity of the requirements of this solicitation. The Offeror should describe the experience of the project relating relevant experience to this effort.

6.2.3 Tab B: Capability - Past Performance. At Tab B the Offeror will address their Past Performance History. Past performance shall also be provided for key subcontractors, if any. The Offeror shall submit a consolidated listing of each past performance reference in the Format provided in these instructions. The Offeror shall provide information on any contracts within the last five (5) years having requirements consistent with the scope and complexity of the requirements of this solicitation.

6.2.4 The Offerors shall use the past performance questionnaire to obtain Past Performance information from the Offeror's reference (s). A copy of the questionnaire shall be forwarded by the Offeror to each reference as listed on the consolidated list referenced above. The Offeror shall include instructions to their reference requesting completed questionnaires be forwarded to the Contracting Officer not later than proposal due date.

6.2.5 Request the Offeror (s) consider early voluntary submission of their proposal within 14 days of the solicitation issue date.

6.2.6 Information provided by an Offeror is subject to verification from any source by the Government during the evaluation. In addition, the Government reserves the right to

contact other Government Agencies, project managers, other private industry points of contact, or any other entity in gathering information on the Offeror's past performance.

6.2.7. Tab C: Capability - Understanding of the Work. Capability with regards to Understanding the Work will be demonstrated by the Offeror through an oral presentation. At Tab C the Offeror shall indicate the name and position of personnel that will be participating in the oral presentation and the length of their presentation as outlined below. No written submission other than the listing of presentation participants is required for this factor.

6.2.8. The Contracting Officer will provide a date, time and location, within the Washington D.C Metropolitan Area, for each Offeror to provide an oral presentation demonstrating their clear understanding of the work and ability of the Offeror to successfully perform all requirements in the Statement of Work.

6.2.9. The Government reserves the right to determine the order in which Offerors provide their oral presentations. The purpose of the oral presentation is to provide the Offeror an opportunity to demonstrate the Offeror's overall understanding of the contract requirements.

6.2.10. The Offeror shall provide details on their proposed methodology to satisfy the requirements of this solicitation for Official Travel Services. At a minimum, some areas the Offeror may choose to describe to demonstrate an understanding of the work may be:  
The Offeror's solution to providing Official Travel Services.

The Offeror's standards to be used in establishing a staffed travel office at an installation.

The Offeror's solutions to provide services to personnel stationed at locations which will not have a staffed Official Travel Service Office.

The sufficiency and practicality of the Offeror's solution to respond to contingencies and seasonal fluctuation.

The Offeror's willingness and intent to promote new and emerging technologies that can enhance customer service at locations with/without staffed travel offices including consultation with Government to consider implementation of new technologies and approach to testing of new technologies.

The Offeror's solution to assure customers shall purchase travel arrangements at the lowest available price, including both air and non-air, and assurance to customers that the lowest price will always be offered.

The Offeror's solution to acquire customer feedback, and to share information obtained with the Government.

The Offeror's approach to contingencies such as block leave, annual Exodus, family movement due to mobilizations, and emergency leave during off-duty hours.

The Government's CUI plug and play requirement.

6.2.11. No written material may be provided by the Offeror during the oral presentation. The Offeror shall provide a copy of the presentation to the Contracting Officer at least one day prior to the scheduled presentation which will be provided to the attendees.

6.2.12. The oral presentation will not involve any communication about the offer and will not constitute discussions. Additionally, if during the procurement process the Government decides to conduct discussions, the Offeror shall not be notified of any problems with their oral presentation or be allowed to revise their oral presentation.

6.2.13. A 90-minute block will be allowed for each Offeror's presentation to discuss Official Travel Services. If an Offeror proposes on more than one Area (CLIN), they may have, if requested, an allotment of 15 minutes for each additional Area not to exceed a total of four (4) hours for their presentation.

6.2.14. Upon completion of the Offeror's presentation the Government will caucus for approximately 30 minutes. Following the caucus there will be a question and answer session not to exceed one (1) hour. During the question and answer session, the Government may request clarification of any points addressed which are unclear and may ask for elaboration by the Offeror on any point which was not adequately supported. Any such interchange between the Offeror and the Government will be for clarification only, and will not constitute discussions within the meaning of FAR 15.610. In addition, any such interchange will not obligate the Government to conduct discussions or to solicit or entertain any revisions to the proposal.

6.2.15. For purposes of uniformity, the Offeror shall follow this sequence during their oral presentation: Introduction and overview of presenters; discussion of relevant experience demonstrating an understanding of the work; discussion of proposed approach and solutions as well as other topics that support the Offerors understanding of the work. No discussion on pricing (fees) is permitted.

6.2.16. Offerors are not permitted to use pre-prepared videotaped presentations. Offerors are permitted to use overhead/presentation type media to present their information. When developing the presentation, Offerors should concentrate on the quality of information and not quality of presentation style. Elaborate presentation styles are discouraged.

6.2.17 The Contracting Officer reserves the right to record or otherwise establish a record of the oral presentation via any means it deems appropriate. Offerors are not permitted to record the oral presentation.

6.2.18 Offerors may bring up to ten (10) personnel with them to the Oral Presentation.

### 6.3. Volume 3 – Fees.

6.3.1. Volume 3 shall be submitted in a sealed 8 1/2 x 11-inch envelope. Contained in the sealed envelope are the Offeror's proposed fees.

6.3.2. The Offeror shall submit the 'Schedule' as provided in this solicitation in its entirety and in its original format. The Offeror shall complete the table in the Schedule identifying which area (s) the Offeror requests consideration for Award.

6.3.3 For each Travel Area not in the Offeror's proposal, the Offeror shall mark X in the last column stating no proposal for that Travel Area. For each area included in the Offeror's Proposal, the Offeror shall complete the base period and option period pages clearly identifying the CLIN and Travel Area proposed.

6.3.4. If the Offeror is proposing on more than one area, the base period and option period pages shall be completed for each area. For more than one area, the Offeror must reproduce copies of the Schedule and submit the entire set of pricing for the base period and option period for each area included in the Offeror's proposal.

6.3.5. Offerors are not required to propose on all CLINs (Areas) listed in the schedule, but only on those CLINs for which they want to be considered for award. For each CLIN proposed all SUBCLINS of the Travel Area CLIN must be completed.

#### 6.3.6 For Air Travel

6.3.6.1 Offerors shall provide a single, fixed percentage amount, not to exceed two (2) positions (hundredths) to the right of the decimal point. Offerors shall not propose a percentage based on fluctuating volumes.

6.3.6.2 The PAR is the percentage of the monthly Airline Reporting Corporation (ARC) percentage rate that the Offeror is proposing to pay to the Government. For example if the Offeror proposes 32% and the Domestic ARC rate is 7% for the month the transactions are completed, the Offeror will pay the Government 32% of the 7%. If the ARC rate is 6% the next month, the Offeror will pay the Government 32% of the 6% for that month's transaction.

6.4 Offerors may elect to charge a service fee for services provided to travelers not using the CUI which must be listed with SUBCLIN AB in the Schedule. The service fee does not have to be separately priced and could be included or recovered from the commissions shared with the DoD. If the Offeror decides not to price the item separately, the Offeror shall indicate their decision by writing NSP in the block described above. For separately priced services under this CLIN, the CTO will indicate the service provided in the CUI when creating the trip record including the reason the traveler is not utilizing the CUI. Reason codes will be identified in the DTS Operations Manual..



6.5 For leisure in conjunction with official travel provide a fee based on commissions received from sales of leisure point-to-point reservation and ticketing on scheduled common carriers when provided in conjunction with Official Travel. Additionally, provide a fee based on a percent of the commissions paid to the CTO for leisure reservations made for lodging or rental vehicles in conjunction with Official Travel.

## 7. PREPROPOSAL CONFERENCE/QUESTIONS

7.1 The preproposal conference will take place approximately fourteen calendar days after issuance of this solicitation. Details for the preproposal conference may be found at the following web site, [www.dtic.mil/travelink](http://www.dtic.mil/travelink).

7.2 All questions on the solicitation shall be submitted not later than ten (10) calendar days after solicitation issue date. Questions shall be submitted to the Contracting Officer via the following web site address: [www.dtic.mil/travelink/](http://www.dtic.mil/travelink/). Additional instructions on submitting questions may be found at that address.

## 8. PROPOSAL DUE DATE

8.1. For consideration Offerors must respond to this solicitation by submitting their complete proposal by the time and date indicated on Standard Form 1449. Proposals must be mailed or delivered to the Contracting Officer, at the address noted on Standard Form 1449.

8.2. Request the Offeror (s) consider early voluntary submission of their proposal within 14 days of the solicitation issue date.

8.3. Offerors are responsible for affecting deliver, late submissions will not be considered. Telecopier or facsimile proposals are not authorized.

## 9. POINT OF CONTACT FOR INQUIRIES AND CLARIFICATIONS

9.1 The Contracting Officer will serve as the point of contact for inquiries and clarifications.

9.2 All questions on the solicitation shall be submitted not later than ten (10) calendar days after solicitation issue date. Questions shall be submitted to the Contracting Officer via the following web site address: [www.dtic.mil/travelink/](http://www.dtic.mil/travelink/). Additional instructions on submitting questions may be found at that address.

9.3. The Contracting Officer will post all questions and answers on the web site referenced above. Any response requiring a change to the solicitation will be provided via an Amendment to the solicitation and will be available to all Offerors who received the solicitation.